

 U.S. Department of Transportation National Highway Traffic Safety Administration	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a>		FOR AGENCY USE ONLY 100148	
	Date Received <b>MAY 19 2010</b> 23-FEB-2010		Repository <input type="checkbox"/> Reference No. 10313301	
<b>OWNER INFORMATION (Type or Print)</b>				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	Zip Code		
MERCED	CA			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).				
<b>VEHICLE INFORMATION</b>				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
		TOYOTA	COROLLA	2006
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
			No: Cylinders	
Original Owner	Dealer's City	State	Zip Code	
<input type="checkbox"/>				
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control			07-FEB-2010
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>				
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL			Failure Mileage	Failure Speed
			59276	35
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>				
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:		
	<input type="checkbox"/> Prior Repair			
Tire Component Code	Tire Failure Type:			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>				
Make:	Date Manufactured:	Model No./Name:		
Seat Type:	Installation System:			
Child Seat Component Code:	Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>				
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0		Y
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).				
TL*THE CONTACT OWNS A 2006 TOYOTA COROLLA. THE CONTACT STATED WHILE DRIVING 35 MPH THE VEHICLE SUDDENLY ACCELERATED AND CRASHED INTO ANOTHER VEHICLE. THE VEHICLE WAS DESTROYED AND THE CONTACT SUFFERED MINOR INJURIES. THE CONTACT HAS NOT INFORMED THE MANUFACTURER OF THE CRASH AND THE VEHICLE ACCELERATED WITHOUT WARNING. THE CONTACT STATED THAT THE ACCELERATOR PEDAL STUCK AND CAUSED THE VEHICLE TO SUDDENLY ACCELERATE. THE FAILURE MILEAGE WAS 59,276.				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>				
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.				



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- Automatic Organizer
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**FW: NHTSA: Follow up to ODI Complaint: 10313301** Thu, Mar 18

From: "Kristin.Berry.CTR@dot.gov" <Kristin.Berry.CTR@dot.g... Add to Contacts  
 To: [redacted]  
 4 Files Download All  
 image001.gif (2KB); image002.gif (12KB); EVOQ EMAIL RESPONSE.doc (51KB);

Please see the attached copy of your recent complaint and instructions. Please  
 edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Di  
 complaints we receive and our limited resources, we can not respond to every  
 NHTSA/Office of Defects Investigation

5/18/2010

My cell # : [redacted]  
 or [redacted]  
 work # [redacted]

Dear Kristin,  
 when I downloaded the 4 files you attached,  
 only 2 opened. These are enclosed with this fax.  
 The first 2 files did not open to any kind of document.

TODAY: 5/18 4-23-10

I sent a letter and various enclosures to Randy  
 Reid, Chief at the 1200 New Jersey address. Can you  
 tell me if it has been received? I requested that my  
 Toyota be included in NHTSA's investigation by NASA  
 and the N.A.S. My car had the engine control module  
 removed and replaced in 2008 due to the check engine  
 light coming on repeatedly. My insurance company  
 keeps calling because they want to dispose of the vehicle.  
 I've asked them to wait until I get NHTSA's response  
 to my request. Can you tell me the status of my  
 case and this request, please. Thank you.



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-2168

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ